

## **Limitations and Opportunities for Electronic Management and Management Records: A Case Study in Mongolia**

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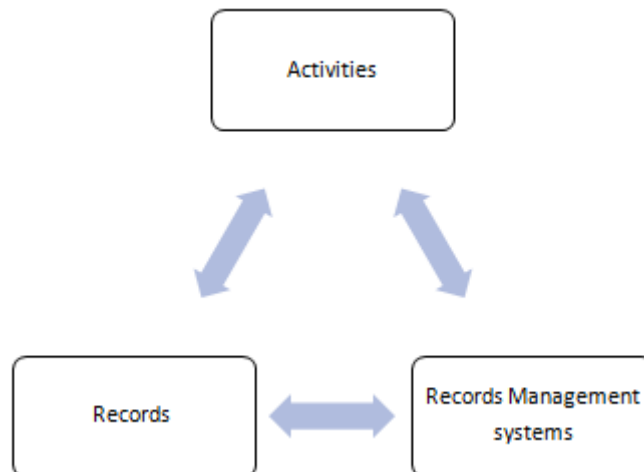
**ABSTRACT:-** In this study, it focuses on the concept of electronic management and management records, how the adoption of effects in a business environment. The study also focuses on the perceived efficiency factors and the costs that exist in a company. This study is a qualitative exploratory case study whose goal is to examine and present the experiences and attitudes of 4 people working in companies that have a system of electronic management records. To get this deeper understanding, the methods of data collection that were used were semi-structured interviews in person and observation. During the investigation, it was examined how the perceived efficiency and costs in a company are affected by an adequate program of electronic management and management records. The research of the data collected showed that the electronic administration records system benefits specific individuals in particular firms and that their work improves.

**Keyword:-** limitations, opportunities, electronic management, management, records, Mongolia

### **I. INTRODUCTION**

The relationship between humans and technology, the changes that technology introduced in the business field, the concept of electronic management and management records, the possible benefits derived from the use of a system of electronic management records and the possible drawbacks. As the world is changing and development and modernization are inevitable, we can see that the things around us are altered.

The business field is a field that could not remain stable or affected by this transition. Then, companies and all kinds of organizations are obliged to move according to this development. In this alteration, one factor that has played a significant role is the appearance and evolution of technology. As we all know, technology makes people more accessible and faster. However, as is rational, there is also an opposite opinion that supports technology that can be harmful to humanity [1]. Specifically, in the organizational environment where the demands increase increasingly, the technology offers a very important help for the daily tasks that are vital for the functioning of an organization. According to the [1], finds that technology is a product that is created and changed for multiple reasons and is considered because of human action but also helps humans to perform steps. In addition, we can talk about the interpretative flexibility of technology. Technology can interact with organizations with diverse actors and there is dependence in the social and historical context of its use [2]. In the beginning, the definition of [3] will be used again on what management records are. "Management records are the field of administration responsible for the efficient and systematic control of the maintenance, reception, creation, use and disposition of records." [3]. According to this study, "the registers are at the same time the carriers, the products and the evidence of the commercial transactions ... the companies must create registers that, logically, are metadata, encapsulated objects" [4]. As stated in the beginning, electronic management and management records are used in the same way in this study. Besides, it is essential to present with the definition of the term Registries. Documents are "any recorded evidence of an activity" [3]. Files are something important for each organization or company. According to the definition of UETA, an electronic record is a record "created, generated, sent, communicated, received or stored by electronic means" [5]. At this point, it is necessary to talk about the life cycle of a record shown in Fig. 1. The documents, even though they are not biological organisms, have a life cycle.



**Figure 1: Business activities and recordkeeping**

At this point, the benefits that occur with the use of electronic management and management records will be presented. Mentions the following elements. This researcher characterizes management records vital because it reduces the risks of litigation, provides regulatory compliance and protects corporate assets [6].

Also, when we are talking about records, we are talking about the memory of the organization. So, the proper use of them is practical assistance for a company. The benefits can also be classified according to who benefits. Then, it has made an exceptional separation and refers to the interests of electronic management records [7]. According to [8], proper records management offers long-term and short-term effects in all organizations.

This section constitutes a review of the literature that is used in this study. A general outline is created which includes significant bibliographical elements about the concept of electronic management and management records. This framework is referred to as the factors of efficiency and cost.

## II. METHOD

The purpose of this study is to examine and present the experiences of four people working in companies that have an electronic management records system, on the effect that the system has on their daily work tasks. According to the set of aims of this study, the qualitative method is used. The qualitative approach will be achieved using the interview method and the other observation method. The study will be an exploratory case study where the experiences of four people will be examined and presented. The interpretive method is used to address the findings of the study. The aim of interpretive research is "to document and interpret in the complete way possible the totality of what is being studied in particular content from the point of view or frame of reference of the people" [9].

### 2.1. The perspective of the study

Each study method depends on the underlying philosophical assumption of the study. Qualitative research can be positivist, interpretative and critical [10].

*Interpretive study:* interpretive researchers support that reality can only be accessed through language, awareness, and shared meanings. The interpretive analysis is based on hermeneutics and phenomenology [11].

*Critical study:* the essential investigators aim to show the conditions of limitation of the condition of limitation and to accommodate a change in cooperation with the participants.

There was no aim to intervene in a situation or propose improvements, but only to explore and present the opinions of the participants and the results of the participant observation.

### 2.2. Investigation of the study

In international literature, there are three types of study design. The qualitative, the quantitative and the mixed. The qualitative and the quantitative are two different but not opposed study methods, while the joint approach is a combination of the other two. The choice of study methods is an integral part of a researcher's study. During this part, the elements that specify the study are decided, such as the methods of data collection and the analysis of the study. This part is not only based on the experiences of the researchers, but also on the nature of the problem being addressed and in the study audiences [12].

Our study is an empirical study and explores the application and effects of electronic management and management records. It is a case study of four people working in companies that have an electronic management

records system. The intention to examine a specific group of people and better understand the concept of electronic management and management records leads us to carry out a qualitative study to interpret the experiences of the participants and not only present numerical data.

### 2.3. The strategy of the study

As it is said, this study is a case study. According to the study, this researcher argues that a qualitative case study is a study approach that eases the exploration of a phenomenon within its context using a variety of data sources [13]. The design of the study is the element that combines the collected empirical data with the question that was proved at the beginning of the study [14]. Also, the author aims at the following elements for better study design.

- Define the unit of analysis and the probable causes to be studied
- Develop theory, propositions, and themes that underlie the anticipated study.
- Identify the case study design (single, multiple, holistic, integrated)
- Define procedures to maintain the quality of the study.

This study is an exploratory case study because of its general objectives. As the purposes of the study are to explore the experiences of four people on the effect of electronic management and management records on their daily work process and to try to gain a better understanding of the situation, an exploratory case study is the most appropriate type of case — studies to achieve the above things. Through the methods of data collection of interviews and observation, it is a goal to explore further the specific effects that are essential for a company.

### 2.4. Data collection

In this part, we analyze the methods that were used to collect the necessary data to fulfill the purpose of the study and lead to the expected results. In this specific study, we will use in-person interviews and an additional method of observation. Discussions are the most common tool in qualitative research and offer the opportunity for reviews to obtain a better understanding of study conditions.

### 2.5. Data analysis

The next part of the study is the analysis of empirical results. Data analysis is a lengthy procedure and the purpose is to make sense and interpret the collected data. Data analysis can begin in parallel with data collection [12]. In this book proposes the following six steps for the study of data [15]:

- Step 1: Initial coding. Coding from answers.
- Step 2: Review the initial coding.
- Step 3: Develop an initial list of categories.
- Step 4: modification of an initial list based on additional reread.
- Step 5: Review your categories and subcategories.
- Step 6: Moving from types to concepts. (Lichtman, 2013).

In the specific study, the steps that [15] proposes were followed carefully shown in Figure 2.

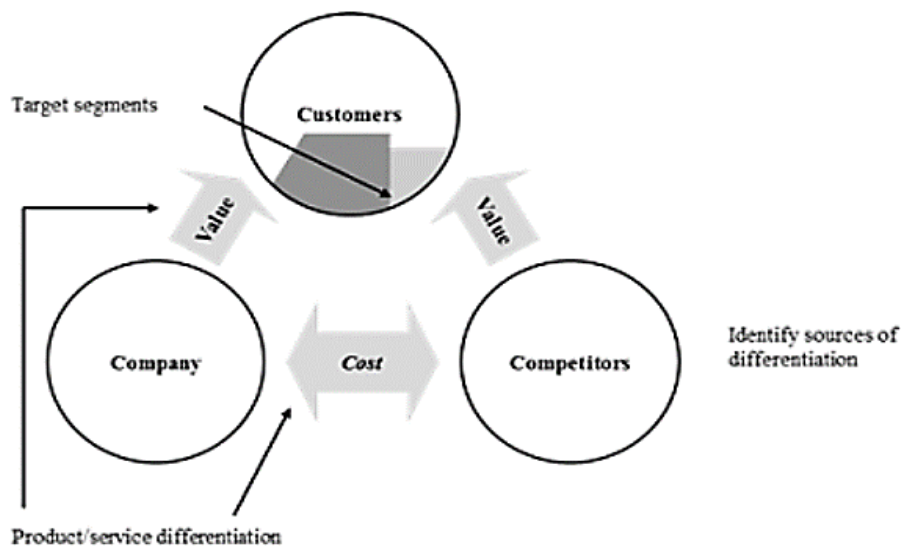


Figure 2: The 3Cs Data Analysis

2.6. Quality of the study

As is rational, in the design of the study, it is necessary to ensure its quality. Each study must be tested to obtain the best possible result. According to this study, it proposes four criteria that can establish the quality of the study [14]. These four tests are: construct validity, internal and external validity and reliability. These four elements are essential because paying attention to them can guarantee the high quality of the study.

III. RESULTS AND DISCUSSION

As already wrote down, all data were produced using two methods of data collection from 4 semi-structured interviews in person and a two-day observation process.

Interviewee	Date	Company	Size	Position
Individual 1 (a)	18/05/2017	Firm	Medium	administrative
Individual 2 (b)	20/05/2017	Consulting	Medium	Manager
Individual 3 (c)	04/06/2017	Consulting	Medium	Manager
Individual 4 (d)	10/06/2017	Firm	Big	administrative

Table 1: Information about the conducted interviews

The interview consisted of two parts. The first was the background questions and the second was the exploration of issues on the subject being examined. They were asked about what they had studied to understand their educational and work field, they were asked about their age and they were also asked if they were familiar with the technology. Therefore, the sample consists of 4 people whose age is 23-47 years. The two have graduated from education and have achieved a program. The third participant has studied administration and graduated in a computer science program, while the last participant studied information science and is an information engineer showed in Table 1. Another question was about how familiar the respondents are to understand how easy it is for them to use a system of electronic management records and to find if they are not aware of the technology. All participants are familiar with the technology due to their studies or due to their age.

Some topics were given through the thematic analysis that was carried out on the raw data.

These topics are:

Topic 1: Perceived efficiency in a company.

Topic 2: Control costs in a company.

Topic 3: Security issues of electronic management and management records.

Topic 4: Impact on the company environment.

Topic 1: Perceived efficiency in a company.

Through the "Three Cs of data analysis: codes, categories, concepts," the first issue that emerged from the whole process was the perceived efficiency and how the adoption of a system of electronic management records affects it. After the background questions, respondents were asked to define how they perceive the term "efficiency." The respondents responded according to their thoughts and created a general impression about what they define as efficiency.

Topic 2: Control costs in a company.

The 2<sup>nd</sup> issue that was created after the coding and categorization process is that which is related to the costs of a company. Respondents were asked about the impact of a system of electronic management records on charges and the financial part of their business. The general notion is that the use of a method of electronic management records reduces costs and helps in increasing profits.

In the questions about the costs and about the advantages and disadvantages, the reactions of the participants were in the same line.

Topic 3: Security issues of electronic management and management records.

The 3<sup>rd</sup> issue that arises from the data analysis is the security problems about the electronic management and management records. In this part of the study, respondents formulated their answers saying which safety is a controversial issue. The happens because security depends on each company.

Topic 4: Impact on the company environment.

The last subject of the data analyzed is that of organizational and operational issues. This topic includes elements that are important for an organization, for example, cooperation, high-quality services, and the improvement of the business environment.

Regarding the impact of the system of electronic management records in the business environment, it was seen which the technological factor dramatically influences how a company runs. It was found that cooperation was encouraged because lawyers can work at the same time without problems.

Also, when a client came to the firm, and he wanted to resolve a case, the lawyer responded at once with the help of the system. These high-quality services with the support of technology are something that helps each company to improve its position in the market.

#### **IV. CONCLUSION**

In the current study, we tried to investigate the concept of electronic management and management records in the environment of a company by examining the experiences of 4 people.

Also, the observation method allowed us to have a first-hand experience of the operation of the system of electronic management records. The study findings were positive and encouraging. Both the interviews and the observation showed the belief of the specific individuals that the adoption of the system of electronic management records can be shown to be beneficial. The perceived efficiency and the field of costs are positively affected in specific cases. Perceived competition is something that is at once affected. The primary factors that characterize perceived efficiency are time and effort. The adoption of the system of electronic management records and the implementation of adequate management records affect those factors dramatically. Electronic management and management records ease employees who are required to do many things in a limited time and, sometimes, difficult times. The system gives them the opportunity to have quick and easy access to the necessary information.

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